

## FAA Alaska Flight Services Customer Satisfaction Survey 2008

**Your input is requested to help ensure our services meet your needs. Please do not hesitate to point out exceptional service as well as areas where you see a need for improvement.**

**1. In what geographic region of Alaska do you fly the most?**

☐ Northern    ☐ Western    ☐ Southeast    ☐ Central

**2. What type of Alaska flight operations or related work do you mainly conduct?**

<input type="checkbox"/> Part 91 VFR	<input type="checkbox"/> Part 91 IFR	<input type="checkbox"/> Part 135 VFR
<input type="checkbox"/> Part 121	<input type="checkbox"/> Provide Flight Instruction	<input type="checkbox"/> Student Receiving Instruction
<input type="checkbox"/> Weather Observation	<input type="checkbox"/> Dispatch	<input type="checkbox"/> Government
<input type="checkbox"/> Arpt Mgr	<input type="checkbox"/> Part 135 IFR	<input type="checkbox"/> Other

**3. From what source(s) do you get Alaskan aviation weather information?**

<input type="checkbox"/> Flight Service	<input type="checkbox"/> Weather Cameras web site	<input type="checkbox"/> DUATS
<input type="checkbox"/> NOAA/NWS web sites	<input type="checkbox"/> ADDS	<input type="checkbox"/> TV
<input type="checkbox"/> Other (Please Identify) _____		

**4. How often do you contact Alaskan Flight Service Facilities?**

☐ Every flight    ☐ Most flights    ☐ Some flights    ☐ \*Never(\*Please answer question 5)

**5. If "Never" was selected in question four please indicate the reason(s) why Alaskan Flight Services were not used.**

☐ No need  
☐ Telephone calls not answered quickly enough  
☐ Telephone calls dropped  
☐ Radio calls not answered quickly enough  
☐ Radio calls not answered  
☐ Flight plans mishandled or lost  
☐ Recorded broadcast information incomplete or unavailable  
☐ Flight service specialists' level of professionalism  
☐ Flight service specialists' lack of knowledge  
☐ Telephone calls not handled by a specialist with specific local area knowledge  
☐ Inflexibility of government-mandated briefing formats  
☐ Prefer to file flight plans and be briefed through commercial service  
☐ Prefer to file flight plans and self-brief through DUATS  
☐ Prefer to have a personal flight plan and self brief on the Internet  
☐ Other (please specify) \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**6. Please circle your overall rating for each of the following Alaskan FAA Flight Services, (with 1 being poor and 10 being excellent) if you use them (if you don't use a service, leave that line blank).**

	Poor	>	>	>	>	>	>	>	>	>	>	>	>	>	>	>	>	>	>	Excellent
a. Pilot Weather Briefing	1	2	3	4	5	6	7	8	9	10										
b. In-flight Radio Communications	1	2	3	4	5	6	7	8	9	10										
c. Local Airport Advisory Service	1	2	3	4	5	6	7	8	9	10										
d. Telephone Information Briefing Service Recordings	1	2	3	4	5	6	7	8	9	10										

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e. Transcribed Weather Broadcasts	1	2	3	4	5	6	7	8	9	10
f. Notices to Airmen Dissemination	1	2	3	4	5	6	7	8	9	10
g. Flight Services ATIS/AFIS	1	2	3	4	5	6	7	8	9	10
h. Flight Services Special VFR Operations	1	2	3	4	5	6	7	8	9	10
i. Pilot Report Processing	1	2	3	4	5	6	7	8	9	10
j. Flight Plan Processing	1	2	3	4	5	6	7	8	9	10
k. Phone call waiting time for service	1	2	3	4	5	6	7	8	9	10
l. Radio call waiting time for service	1	2	3	4	5	6	7	8	9	10
m. Flight Services Specialist Courtesy	1	2	3	4	5	6	7	8	9	10
n. Flight Services Specialist Speech Quality	1	2	3	4	5	6	7	8	9	10
o. Flight Services Specialist Area Knowledge	1	2	3	4	5	6	7	8	9	10
p. Satellite Interpretation	1	2	3	4	5	6	7	8	9	10
q. Message Relaying (for Lifeguard, etc)	1	2	3	4	5	6	7	8	9	10
r. NEXRAD Interpretation	1	2	3	4	5	6	7	8	9	10
s. Wx Camera Interpretation	1	2	3	4	5	6	7	8	9	10
t. Other supporting services we offer (Outreach, Pilot Meetings, Letters to Airmen, etc)	1	2	3	4	5	6	7	8	9	10

7. If Flight Service were to re-establish facilities at past locations, or establish facilities at new locations, where in each of the four geographical regions would you like to have a Flight Service Station?

Northern: _____ Bettles _____ Galena _____ Tanana _____ Other _____ _____	Central: _____ Kodiak _____ Merrill Field _____ Gulkana _____ Other _____ _____	Southeast: _____ Valdez _____ Cordova _____ Yakutat _____ Other _____ _____	Western: _____ King Salmon _____ Bethel _____ Unalaska _____ Other _____ _____
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8. Please assist us in identifying future sites for new Remote Communication Outlets in Alaska along with any special considerations for each location:

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9. In order to modernize Flight Services in Alaska what kind of new technology and/or functions would you add?

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10. Which type of Flight Service Station in Alaska best meets your needs? Why?

\_\_\_\_\_ Automated Flight Service Stations (AFSS) WHY: \_\_\_\_\_

\_\_\_\_\_ Flight Service Stations (FSS) WHY: \_\_\_\_\_

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11. If a deliverable and customizable preflight weather briefing packet for each authorized user became available, how would you like to receive this information?

Logging on to a website and then into your exclusive account.

Sent to your e-mail address at a selectable time.

12. If you participate in the Alaskan Master Flight Plan Program, how often do you review your profile?

Annually                  Only when asked                  Never                  Do not participate

13. I responded to the 2007 survey.

YES NO

**Customer Comments:** (Please elaborate on any of your input above and also provide comments on any other flight services issues or exceptional service you experienced, specifying the facilities used). Thanks!

[illegible]

Please respond to this survey by June 8, 2008. You may send this file electronically by downloading it off the web, saving it as an MS Word file, and emailing it to: [marshall.g.severson@faa.gov](mailto:marshall.g.severson@faa.gov). The web page is in the Public Notices section at: <http://www.alaska.faa.gov/at/>. You can fax it to: 907-271-2850, or send via postal service to the address listed below, or give to any flight service facility for forwarding to:

FAA, Alaska Flight Services Information Area Customer Survey

Attn: Marshall G. Severson, AJR-B72

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